

## Standard Operating Procedures (SOPs) for Registration of New Call Centers

Steps	Description	Response/Action from PSEB	Expected Time	Response/Action from Applicant	PSEB Contacts for Query and Info
1	Online registration request successfully submitted at PSEB registration portal	Auto email sent to the applicant confirming receipt of initial submission. To review/ evaluate the application.	3-4 working days		<u>Contact Person for Islamabad (Head office):</u> <b>Muhammad Shoaib Aslam</b> Officer Domestic Business Pakistan Software Export Board 2nd Floor, Evacuee Trust Complex, Agha Khan Road, F-5, Islamabad. Ph: +92-51-9204074 Ext 119, +92-51-9201686 Fax: +92-51-9204075 Email: saslam@pseb.org.pk
2	Scenario-1 : Online submission is accepted for further processing	Send auto email to the applicant intimating that their initial submission has been accepted for further processing		As specified in the PSEB's email, login to members area on PSEB website, take a print out of the form, attach required documents along with requisite charges, sign and stamp wherever required and dispatch/deliver to any PSEB office	<u>Contact Person for Karachi:</u> <b>Muhammad Shoaib Aslam</b> Officer Domestic Business Pakistan Software Export Board 2nd Floor, Evacuee Trust Complex, Agha Khan Road, F-5, Islamabad. Ph: +92-51-9204074 Ext 119, +92-51-9201686 Fax: +92-51-9204075 Email: saslam@pseb.org.pk
	Scenario-2 : Online submission is not accepted for further processing	Send auto email to the applicant intimating that their initial submission has not been accepted for further processing with request to provide more info/data as specified in the email		As specified in the PSEB's email, login to members area on PSEB website, provide the missing information listed in email from PSEB, and resubmit application	
3	Registration form received at PSEB office along with all required documents and processing charges	Review/evaluate and accept/decline			
4	Scenario-1: If documents submitted for registration are complete and accepted for processing	1. Send auto email to the applicant confirming that their application for registration has been processed 2. Complete all processes, issue provisional registration letter with validity of 60 days and dispatch to the applicant	5-7 working days	1. Thoroughly review and understand the guidelines explained in the provisional certificate. To arrange whitelisting of IPs and once the call center is operational, to submit request to PSEB for physical verification of their call center before the expiry of the provisional letter. 2. Login to member's area and upload logo, company profile, areas of expertise, contact info etc.	
	Scenario-2: If documents submitted for registration are incomplete and not accepted for further processing	Return all documents to the applicant with the list of reasons for declining the registration request		The applicant is requested to review PSEB observations, attach/provide the missing information/data/documents and dispatch/deliver to any PSEB office	